



Controcc

Mastering Social Services Contract Management



Controcc has been developed through working with contract management teams and builds on the excellence of SPOCC - OCC's Supporting People contracts management system - to deliver a total contract management solution.

In order to meet the requirements of the Government's Social Care Green Paper: *Managing Payments and Budgets; Performance Assessment (PIs)* and the Gershon targets, Local Authorities recognise the need for integration of their financial, contractual and commissioning processes. OCC has worked closely with care managers and social workers across the country to create an IT system that meets and exceeds these needs, saving you time and money, whilst ensuring that you offer the highest level of service to your clients and providers.

Why choose OCC?

Oxford Computer Consultants (OCC) is a leading supplier of systems to Local Government and a recognised quality supplier of Supporting People and Fairer Charging applications. OCC is committed to providing the highest level of client satisfaction and to a process of continuing product and service improvement.

Why choose Controcc?

The crucial benefits of Controcc:

- Simplifies Provider communications
- Drives quality improvement
- Monitors short and long term budgets
- Reduces contract management workload
- Increases efficiency
- Streamlines commissioning and finance communications
- Standardises contract agreements
- Links with existing finance systems, client index systems, fairer charging systems etc
- Adaptable and scalable to meet your needs
- Excellent support services

The key features of Controcc:

- Total Contract Management
- Comprehensive Provider Information
- Simplified Document Management
- Budget monitoring and financial planning
- Secure Provider Portal
- Automatic Payments Processing
- Comprehensive Reporting
- Security, Tracking and Confidentiality



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Key features of Controcc

Total Contract Management

Controcc's database holds complete information on all of your contracts. It holds details of the contract, including type of contract, pricing agreements, pricing negotiations and up-to-the-minute payment information, and allows you to see a complete history of any amendments made to the contract. *Controcc's* easy and intuitive interface makes it easy for you to access, query and administer contracts, providing a total contract management solution.

Comprehensive Provider information

Controcc holds comprehensive details of your Provider's services. It tracks service availability as placements are started and ended and allows care managers to identify suitable services based on the type, cost and availability of a service.

Controcc also enables you to monitor and improve Provider performance and service delivery. The system holds Provider CSCI details, along with links to CSCI reports and local office contact details, to help speed up the verification of a Provider's CSCI accreditation status. In addition, imported qualitative statistics, based on Service Quality feedback questionnaires are processed by *Controcc* and compared to agreed Provider targets and thresholds to give a service user quality indicator. When selecting a Service Provider, *Controcc* uses a "traffic light" system – a GO, NO-GO or Proceed with Caution indicator - to instantly illustrate a Provider's performance rating. This helps to ensure that the highest levels of service are delivered to your service users.

Simplified Document Management

Controcc provides a secure storage area for all contract management documentation. MS Word documents held in the database may be checked out for editing and then checked back in again once amendments

have been made. Contract templates can be prepared and merged with the contract details held in *Controcc's* database, which significantly shortens the time taken to prepare, amend and renew contracts. This helps to reduce overall workload and leads to standardisation of key documents.

Budget monitoring and financial planning

Controcc makes it easy to see current expenditure and projected full year costs, which helps to ensure the optimal use of contracted services.

It instantly provides details of payments made to date and issues budgeting reports, summarised at provider, contract or service levels, to show projected payments to the year-end.

Controcc shares information with Client Index and ESCR systems, so that, once a Care Package has been authorised by a Care Worker, details of the services required are automatically transferred to *Controcc*. *Controcc* also checks for provider authorisation status and to see if block contracts are in place. *Controcc* then creates the requisite purchase orders for the service providers. Details of these financial commitments are then readily available, enabling Contracts Officers to instantly calculate and monitor their financial commitments.

Secure Provider Portal

Controcc's secure provider portal enables streamlined communications with your providers. The portal, which is eGIF compliant, completely eliminates the need for invoices, as it enables providers to directly enter the actual value of the care services they have provided. Providers can view their payment reports, contract data and purchase orders online and directly upload their performance data. Data entered via the portal is only committed to the database after inspection and authorisation from the local authority.

Automatic Payments Processing

Controcc works seamlessly with your chosen finance system, automatically generating and transferring details as payments become due. It ensures prompt payments to Providers and displays alerts when payment discrepancies are encountered. All possible payment frequencies (e.g. four-weekly, monthly, quarterly) are supported and you can specify when payments will be generated.

Contract, Invoice and Direct Payments

Payment for individual services can be arranged at any time, but the system also allows you to schedule payments for contracted services. *Controcc* will automatically prepare scheduled payment details, in advance, for user review, prior to a payment run. The payments engine automatically deals with backdated pricing changes, credit notes, gross or net charges and agreed inflationary increases.

For invoice-based payments, *Controcc's* payments mechanism allows multiple services to be detailed on a single invoice. The Invoice Checking feature alerts users where there are discrepancies between invoiced and expected values. When estimated values have been entered, *Controcc* will issue warnings when actual values are overdue.

Direct payments can also be made through *Controcc*. The finance system generates a provisional list of payments, which, once authorised, is automatically passed for payments processing.

Payment authorisation

All payments processed in *Controcc* must be authorised by a suitably authorised finance user before they are exported to the finance system for actual payment. In order to help with the payments authorisation process, *Controcc* can be configured to identify and highlight abnormal (i.e. exceptional) payments. For example, if a payment is above a specified limit or differs from the contract by more than a particular percentage, then a warning will be issued.

Payments may be cancelled or deferred by users with suitable access rights (e.g. if there are problems with the contract).

Adaptable and scalable

Controcc can be easily adapted to meet the individual needs of your Local Authority and can be configured to completely reflect the way that you work. *Controcc* can work as a standalone program or, more powerfully, it can integrate with some, or all, of your other social care programs (e.g. finance systems, client index systems, fairer charging systems) to provide a seamless process from Care Package Management through Client Charging and Care Delivery, to Provider Payments.

Comprehensive Reporting

A complete set of reports is included with *Controcc* to cover functional tasks and your statutory requirements. Additional reports can be created using Microsoft Access.

Security, Tracking and Confidentiality

To ensure total system security, access privileges to the various areas of the *Controcc* system can be restricted and tailored to the individual user. In addition, its separation from client records systems ensures client confidentiality. An exhaustive audit trail (who, what and when) ensures traceability and accountability. The Provider portal uses web services to ensure restricted access and data entered by Providers through the portal requires a *Controcc* user approval before commitment into *Controcc's* database.

Support and Services

Controcc is backed by OCC's excellent support services and includes a telephone support line run by technical and industry experts. OCC can provide a full range of additional services including pre-implementation consultancy and planning, project management, hands-on implementation, data transfer from legacy systems, training and integration.